

Attachment 5c

Customer Satisfaction and Impact (CSI) Survey Instructions after first refusal. Invitation to short survey

If respondent initially declined to participate in the survey:

That's okay—we know you're busy.

But before you go, would you still be willing to answer a few questions?

They'll take you less than 5 minutes.

YES

NO

If YES is clicked, user is taken to the Short-version Survey.

If NO is clicked, user is shown this message:

Thank you for your time. For downloads of NIOSH's most popular products and programs, click on these links:

- NIOSH Pocket Guide to Chemical Hazards: http://www.cdc.gov/niosh/npg/mobilepocketguide.html?s_cid=3ni7d2mnpg07112016
- NIOSH Ladder Safety Mobile Application: <http://www.cdc.gov/niosh/topics/falls/mobileapp.html>
- NIOSH Manual of Analytical Methods: <http://www.cdc.gov/niosh/docs/2003-154/>
- NIOSH Applications Manual for the Revised NIOSH Lifting Equation: <http://www.cdc.gov/niosh/docs/94-110/pdfs/94-110.pdf>